Commonwealth Office of Technology

Rated Service Description

Network Attached Storage (NAS) Support	Rate

ST60	Per Megabyte, per month	$0.001
	The ST60 service offers NAS storage at a per MB rate only. NAS space is allocated in 100g increments. Management of shares & folder permissions are performed by Desktop Support	
	Examples where NAS storage would be suitable include data that would normally reside on a file/print server or additional capacity for workstation disk storage.	

ST60	**Includes the following HARDWARE**
	Network Attached Storage megabytes
	Hardware maintenance and replacement costs as required

ST60	**Includes the following SOFTWARE**
	Not Applicable

ST60	**Includes the following SERVICES**
	24 X 7 X 365 support by the Operations staff and access to the Commonwealth Service Desk
	Initial procurement activities, setup and installation
	Support staff is available on-site Monday - Friday, 7:30am to 5:00pm. Personnel are on-call for after-hours emergency support.

ST60	**To Initiate Service or Report a Problem with this service**
	Please contact the Commonwealth Service Desk:
	· 24x7 Phone support: 502-564-7576
	· Toll free support number: 800-372-7434
	· Via e-mail CommonwealthServiceDesk@ky.gov
	Complete and submit COT Form F-180 to the Commonwealth Service Desk with your request to initiate this service. The F-180 form can be found here: http://technology.ky.gov/support/cot_forms.htm

ST60	**Additional Service Clarifications**
	The ST60 rate includes daily backup of changed files via TSM (Tivoli Storage Manager)
	NAS Service is not part of the COT/IBM Disaster Recovery Test
	All backup tapes are taken offsite daily
	COT's oversees all changes to the enterprise via the Change Management process. Non-scheduled and/or emergency changes require Emergency Change Management approval. In addition, COT reserves the right to bill the agency for COT personnel time associated with emergency changes.